

UID DEVELOPED APPLICATIONS

Effective Date: July 01, 2014
Revision Date: March 28, 2014
Version: 1.0.20
Product Owner:
Product Manager: Carl R. Meek
Phone: 801-538-3858
E-mail: cmeek@utah.gov

NOTE: At this time July 01, 2013, this document requires detailed specifications to be annotated. Presently this addendum only addresses its topic from a very high / descriptive level.

Catalog of UID Developed Applications

| Application | Description |
|--|--|
| https://insurance.utah.gov | Utah Insurance Department public facing website. |
| http://captive.utah.gov | Utah Insurance Department Captive Insurance Division public facing website. |
| http://healthrates.utah.gov (ITDB) Insurance Transparency Database | A web browser base application / website where the Health Insurance Consumer can find information about individual insurance companies, compare quality measures between different insurance companies, participate in the rate review process for proposed premium increase, view the latest propose rate changes and strengthen knowledge and understanding of health insurance. |
| http://medigap.utah.gov Medigap | A web browser based application, which allows a consumer to lookup, and compares current Medicare supplemental insurance companies and plan costs. |
| Captive Insurance Nexus | An encrypted Microsoft Access 2010 application and database to track Captive Company information, unique to the Captive Insurance Division. |
| Consumer Complaint eForm | An Adobe Reader Extension enabled eform for submission of various types of Consumer Complaints (Sunset 01 Nov 2012) |
| Captive Insurer eForms | A set of Adobe Reader Extension enabled eforms for submission of Captive Insurance applications. (To be sunset 30 Jun 2013) |
| Captive Insurer Web eForms UID eForms | A set of web enabled eforms for submission of Captive Insurance applications. Web based eForms Server for various Insurance Department forms. |

The hours of support required for the applications listed above are listed below.

State of Utah

Product Description

| Application | Support Hours | Days of Week |
|---------------------------|--|---|
| Applications listed above | Business Hours: 8:00 am to 5:00 pm Mtn | Monday through Friday except State Holidays |

Product Features and Descriptions

| Feature | Description |
|--------------------------------|---|
| Agency Application Development | DTS embedded staff in the Insurance Department develops and support several applications. |
| Agency Application Support | Problem resolution does include deployment of security patches or other software patches approved by the customer or customer's vendor for deployment or ordered by the customer to address security or system compatibility. |

Features Not Included

| Feature | Explanation |
|-----------------------------------|---|
| Equipment or Software Replacement | This product does not provide for the replacement of equipment or software. |

Rates and Billing

| Feature | Description |
|-------------------------|-------------------------|
| Application Development | Application Development |
| Application DBA | Applications DBA |
| Hosting | Hosting Services |

Ordering and Provisioning

In most instances the need for application development is dictated originally by specifications in a Statement of Work. The Agency assigned IT Director will facilitate the Ordering and Provisioning as requested.

DTS Responsibilities

State of Utah

Product Description

- Understand the needs and requirements of the customer.
- Promptly inform the customer of any outages or problems discovered.
- Repair outages on a best effort basis and according to SLA agreements established and agreed upon with the customer and DTS.

Agency Responsibilities

- Specify application and operational needs of applications / systems supported or to be supported / developed in a DET Environment.

DTS Service Levels and Metrics

Sircon for States (SFS) is required to be up and operational during the hours that the UID offices open for business (8:00 a.m. to 5:00 p.m. Monday thru Friday excluding holidays Mountain time. Public hours are 8:00 a.m. to 5:00 p.m.). The databases are also required to be up for consumer and industry access as well as certain back-end processes that run during business off hours (24 x 7 with scheduled maintenance windows). While Sircon Corporation is responsible for the actual service 24x7, there is a replicated database locally, customized applets, reports, and other third party applications that rely on 24x7 access to the Sircon databases.

Hours of support coverage for the Insurance Department includes 8:00 AM – 5:00 PM Mtn Monday – Friday.

Sircon Corporation is responsible for extended application support and hosting of the service. See Sircon For States PD Exhibit A 4209.02.13a for Sircon Corporation’s Support, SLA, System Performance and Operating Objectives.

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability: Application availability measures DTS’ efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS’ efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

| Metric Description | Target |
|---------------------------|---------------|
| Developed Applications | NA |

Times exclude those tickets in a “Pending” status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS’ efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS’ efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

| Total Time to Resolution | Target: Percent of Tickets Meeting Priority Timelines |
|---------------------------------|--|
|---------------------------------|--|

State of Utah

Product Description

| | |
|------------------------------------|-----|
| Low priority - 6 Business hours | 90% |
| Medium priority - 4 Business hours | 90% |
| High priority - 3 Clock hours | 90% |
| Critical priority - 3 Clock hours | 90% |

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

| Time to Initial Response | Target: Percent of Tickets Meeting Priority Timelines |
|--------------------------------------|---|
| Low priority - 1 Business hour | 85% |
| Medium priority - 1 Business hour | 85% |
| High priority - 1 Clock hour | 90% |
| Critical priority - 30 Clock minutes | 95% |

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

| Metric Description | Target |
|--------------------------|---|
| First Contact Resolution | 65% of all incidents reported resolved on initial contact |

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

| Metric Description | Target |
|---|---------------------------|
| Average level of satisfaction with resolution efforts | ≥ 4.5 on a scale of 0 - 5 |

State of Utah

Product Description

| | |
|---|------------------------------|
| Percentage of respondents expressing satisfaction (vs. dissatisfaction) | 93% of respondents satisfied |
|---|------------------------------|